

Cleaning Guidelines Prior to Return

Our policy is simple, we expect the caravan to be returned in the same clean & tidy manner as it was presented to you. If you don't wish to clean the caravan prior to return, our cleaning contractors will be required for cleaning and additional fees will be deducted from your security bond, in accordance with the fee schedule listed in our terms and conditions. If there are any items which have been broken or damaged please inform us so we can attend to these. We would much rather be informed of any issues rather than find them ourselves during our return checklist process.

Returning vans in an unclean state may cause delayed refund of any security bond amounts paid, while we assess the caravan.

Interior

All floors to be swept to remove dirt / dust and if necessary mop the floor to remove any dirty foot prints. Check walls especially near the entrance and areas where grubby hands can leave marks. Clean areas at the doorway entrance, ensuite walls, bunk walls & roof where you may have been spraying or swatting insects while camping and they have stuck to the roof / walls.

Stove & Oven

Ensure stove top and oven are cleaned to remove any crumbs or foods scraps left behind.

Fridge

The fridge and freezer must have all food and drinks removed and be properly cleaned (do not just empty your food and leave it). Remove the door shelves (where possible) and wash them to remove any food crumbs or spilt liquid from drinks left behind. Wipe internal fridge walls and shelves to ensure its clean and sanitised. Food crumbs or liquid will attract ants, so please ensure you put the effort in to clean it correctly and thoroughly.

Toilet

Ensure the toilet cartridge is 100% emptied & flushed with clean water. Its best to always empty the cartridge prior to travelling to prevent any possible leakage into the storage compartment chamber. Remember you cannot use a hose to clean the compartment where the toilet cartidge slides into the caravan. This is an unsealed space, so if there is any mess to clean you must do this by hand with rags and cleaning chemicals.

Note: Use the WIKI Camps app to locate all the dump points around the country.

Shower

The internal shower walls and glass door must be wiped down to remove any residue. This includes the inside and the outside of the glass door.

Ensuite Basin

Ensure basin and taps are clean from residue (its common toothpaste scum is left in this area) and remember to wipe the mirror as well.

Mattress Protectors

Outback Caravan Hire will wash and clean each mattress protector (incorrect washing may result in damage).

BBQ

If you have hired the BBQ you must ensure the hot plates, internal lid and fat tray are fully cleaned. How we presented the BBQ to you is how we expect it to be returned. If you leave a messy BBQ inside the van toolbox it will attract ants which can be very difficult to remove.

Exterior

Wash the exterior the same way you would wash your car. Remember to not directly spray water over any vents on the outside of the caravan such as the fridge vent, range hood vent or door foot well vent. Avoid spraying water directly into door, window and pop top roof seal areas.

Supplied Cleaning Equipment



Each caravan is supplied with a cleaning kit containing a 100% Australian made Eco-certified cleaning solution by KOH. The kit comprises of universal cleaner, microfibre cleaning cloths and a diamond sponge. The KOH universal cleaner is allergy friendly and does not contain any harsh chemicals, fumes or fragrances and kills 99.9% of bacteria. The KOH universal cleaner can be used on the below surfaces.

- Kitchen benches and table tops
- Greasy ovens and stovetops
- Bathroom floor and shower screens
- Mirrors and windows

The Green microfibre cloth is used for cleaning general surfaces, blue cloth is used for cleaning bathroom areas and the white cloth is for a streak free finish on glass & mirrors. Each cloth has a handy scrubbing corner for cleaning harder to remove grime or food deposits.



DO NOT use any other harsh cleaning products, KOH is a streak free residue free product that does not cause damage or issues with the caravans interior components.